

PART THREE

Questions 23 – 30

- You will hear two colleagues from a supplier of training services, Training Solutions, discussing their strategy before they make a presentation to a potential large customer.
- For questions 23 – 30, mark one letter **A**, **B** or **C** for the correct answer.
- You will hear the recording twice.

- 23** The woman thinks the first thing the potential customer will want to know is whether Training Solutions
- A** is confident in the service that they offer.
 - B** is large enough to manage the contract.
 - C** can handle difficult training tasks.
- 24** The woman thinks that the potential customer wants
- A** to keep some internal control over training.
 - B** to get advice on how to make training simpler.
 - C** to have a single supplier of training.
- 25** The man thinks that the cost of the training
- A** will be the most important consideration for the customer.
 - B** will not be an important consideration for the customer.
 - C** will not be the most important consideration for the customer.
- 26** The man says that providing results for the training is important because companies
- A** need to keep getting better at what they do.
 - B** want to calculate the value of their investments.
 - C** are responsible for the development of their employees.
- 27** The speakers agree that they need to show the potential customer evidence of
- A** what the trainees thought of the training.
 - B** how companies benefited from the training.
 - C** both trainees' opinions and the benefit to the company.
- 28** The speakers agree that the potential customer will want to see courses that vary
- A** in content.
 - B** in price.
 - C** in difficulty.
- 29** The woman says that they will need the guarantee of a longer contract because
- A** they will have to hire several new employees to service it.
 - B** they will have to invest a lot of money in new IT resources.
 - C** they will not see a return on their investment for two or three years.
- 30** The woman asks the man to prepare
- A** the information about the training courses.
 - B** the presentation to the customer.
 - C** a list of their company's strong points and weak points.